



INFORMATION MANAGEMENT ELECTRONIC NEWS LETTER

"Improving Customer Awareness through better Communications"
January 31, 2000



**Greeting to our
Customers:** by John
Samuelson:

Welcome to our first edition of the Information Management monthly Electronic News Letter. Its purpose is to provide

information and feedback to our customers on information support services, i.e. automation, communications, visual information, library management, printing and publication, and records management, we provide to the center in supporting its engineering and construction mission. We welcome any suggestions you may have to improve this news letter in addressing your with information needs as it relates to IM services and activities.

Thank You



**New Contracting
System for the Center
- Standard
Procurement System
(SPS) Arrives:** by
Maureen Lawrence:

As you have probably heard by now, **SAACONS** is no longer. As of 1 January 2000, USACE achieved Full Operating Capability (FOC) on the Standard Procurement System (SPS) implementing Procurement Desktop Defense (PD²).

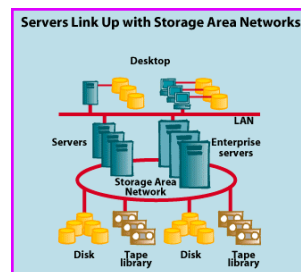
The Contracting Directorate is trying very hard to make progress with PD² but there have been some glitches. As Mike Trull so eloquently describes...*we are eating this elephant one bite at a time!*

Below is some basic **PD²** information (just thought I would help keep the IM folks informed)... so - in a **nutshell**:

- PD² is a DOD sponsored Commercial-Off-The-Shelf (COTS) automated procurement system replacing USACE's contracting legacy procurement system SAACONS.

- PD² was developed by American Management Systems (AMS) using Sybase - Powerbuilder.
- PD² is a client-server software package using the centralized terminal server - separate database approach. There are two centralized servers within USACE, one at the Central Processing Center (CPC) - Vicksburg and one at the Western Processing Center (WPC) - Portland. Huntsville Center's PD² database server is located at CPC (of course). CPC currently hosts 20 databases and WPC hosts 26 databases.
- The terminal server is a workstation with NT Terminal Server Client & Citrix Metaframe software that allows remote, essentially "dumb terminal," accesses to PD². The terminal servers retrieve and process procurement information from the database server and push the final output to the user machine.
- PD² requires Microsoft Office Suite 97 and Windows 95/98/NT system configuration. And PD² continues to interface with CEFMS.
- A centralized Helpdesk has been established for SA's to report problems and AMS established a Knowledge Base website for all PD² users to access.
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Hope everything you always wanted to know about CT's new database has now been answered and you are up-to-date!



**Positioning
Ourselves for the
Future - CEHNC Local
Area Network (LAN)
Upgrade Project:** by
Richard Pitruzzello

As many of you know IM, with the concurrence of both the IMC and the commander, is planning to upgrade HNC's LAN. Many people ask me, "Why are we doing this?" and "How will it affect me?" (Only managers ask the question, "How much will it cost?!")

Why are we doing this? There are several reasons. First, our current network hardware is 5 years old and getting more difficult to maintain. Many of our



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network devices are experiencing failures. So far, this has not caused a section of the network to fail, but we can no longer manage and gather traffic data from the hubs themselves. The LAN backbone uses technology (FDDI, in case you are interested) that is no longer widely supported, is expensive to maintain, and is very difficult to trouble-shoot.

Secondly, need more bandwidth. Upcoming applications such as Electronic Document Management System (EDMS), Defense Message System (DMS), Video/voice over the LAN, CADD/GIS, and Computer Based Training will require more bandwidth than the existing equipment can support. Newer PCs are also capable of sending and receiving more data on the LAN. The following chart of HNC PCs shows just how much more bandwidth we need because of faster PCs, even without any new applications.

PC Type	1995 PCs	1999 PCs	Approx. Throughput
Other PCs	5%	2%	N/A
286 PCs	17%	0%	1mbps
386 PCs	25%	1%	2mbps
486 PCs	45%	6%	2mbps
Pentium PCs	8%	91%	10-30mbps
Total	100%	100%	

How will it effect me? The short answer is, it will effect you in three ways. First, the new LAN hardware will be at least 10 times faster than the current hardware. Note that this only effects you while you are on our LAN. E-mail, opening large CADD files, and other in-house services will be faster. Internet, and CEFMS-type access will NOT improve since they are still dependent on the circuit between HNC and the Regional Center at Vicksburg.

Second, the new LAN will be more reliable. The existing LANPlex (a big box that switches data around the network) will be replaced with two BigIron 4000s (same kind of box, different brand) wired in such a way that if one fails, all traffic will flow through the other. Each of the BigIron 4000 has more than 10 times the switching capacity of the LANPlex. Two BigIron 4000s will prevent what happened two years ago when the LANPlex went down the weekend before year-end.

Third, the whole thing should be transparent to you. There should not be any IP address changes and no new

hardware is needed for the PCs. For at least three years we have been buying PCs with LAN cards that can run at either 10mbps or 100mbps. When the LAN card detects a faster LAN, it will run at the faster speed.

New Online Work Order System - Logistics Office: by [Leonard Bynum](#)

Logistics has implemented an online Work Order system for processing customer requirements dealing with such things as office equipment moves, repairs, etc. The system resides on our Intranet, providing its customer the ability to enter work request directly into the system and track there status through completion. If you would like more information on this system or enter a work order please click on the following: [\[icon\]](#)

Records Management - Preparation on the way for our annual Records Survey: by [Lynn Wells](#) and Pam Fuqua: The information management

directorate is in the process of finalizing a plan for conducting a full (100%) record survey for the Center. The plan calls for conducting MARKS training with all Records Management Assistants (RMA) during the month of March, with the actual surveys starting in April. Each RMA will be responsible for their respective areas. More information will be provided during the month of February on training and actual survey dates.

Helpdesk - What you can do to assist us? by [John Samuelson](#) :

Our Helpdesk in IM needs your assistance with insuring that accurate information pertaining to your Helpdesk problem is recorded correctly into the system so that we can more effectively address your needs. Our Helpdesk is Open from 0700-1645 week days. There are presently three ways of getting assistance from IM in addressing a problem. First you can call the Helpdesk a 895-1212, and provide the Helpdesk Operator with information concerning your problem. Secondly, you can send an Email to the [Helpdesk](#) stating your problem in the body of the message. Messages are reviewed by my staff hourly who in turn will enter your problem into the helpdesk system for action. The third way is to access the [IM Helpdesk Web page](#), and enter a Helpdesk ticket into the system. As with email, the Web Helpdesk entries are reviewed by my staff throughout the work day. In the event of an emergency problem over a weekend or after hours, contact the Guard desk who will



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contact the appropriate IM POC. Appreciate your assistance with improving our operations to better serve you.

TELEPHONE NUMBERS AND EMAIL ADDRESSES

Did you know that you can lookup someone in the Corps by visiting the Email Center of expertise.

Try it! Click here 

Suggestions

If you would like to make a suggestion on how we can improve our services or would like to make a suggestion on ways to improve this letter please fill out our suggestion form. Click here 

Next Month:

Outlook TIPS

Records Survey (Update)

More.....